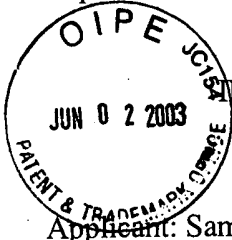


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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Samra et al.

Art Unit: 2171

Serial No.: 09/751,859

Examiner: Te Y. Chen

Filed: December 29, 1999

For: METHODS AND SYSTEMS
FOR ACCESSING MULTI-
DIMENSIONAL CUSTOMER
DATA

AMENDMENT

Hon. Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450RECEIVED
JUN 0 5 2003
Technology Center 2100

In response to the Office Action dated March 17, 2003, please amend the above-identified patent application as follows:

IN THE CLAIMS

1. (once amended) A method for providing to an end user, multi-dimensional customer profiles, allowing the end user to effectively manage customer targeting, said method comprising the steps of:

compiling data from multiple sources to create a relational database;

using tools to model the relational database to determine at least one model for a customer including at least one of a marketing model and a risk model;

scoring the modeled database;

integrating scores into a multi-dimensional structure; and

providing access to end users to the multi-dimensional structure.